2015 SURVEY RESULTS ARE IN!
WHAT WE HAVE LEARNED FROM YOU……..

In the March/April newsletter, we asked you, our valued customers, to take a few minutes to complete a 10 question survey. The survey was intended to identify components we do well and opportunities for improvement with regards to your experience when interacting with the Copy Center Staff.

We would like to thank the 163 respondents who utilize The UT Copy Center as follows: 43% Quarterly, 37% Monthly, 12% Weekly, 8% first time shoppers. A few of the survey results are presented below*. Drum roll please...

Is the Copy Center staff helpful and friendly?
- 82.21% Always
- 7.36% Mostly
- 5.52% Neutral
- 4.30% Blank

When questions arise I am contacted?
- 69.33% Always
- 9.82% Mostly
- 12.26% Neutral

Is the delivery staff professional and polite?
- 88.96% Always
- 4.29% Mostly
- 3.07% Neutral

Deliveries are within the stated times?
- 82.21% Always
- 14.72% Mostly
- 1.23% Neutral

Once again, we Thank You. We are looking forward to further enhancements in the coming year.

Do you follow us on Twitter?
If not, you’re missing out

Auxiliary Services is pleased to announce the recent launching of our Twitter account – @UTAuxServices. The purpose is simple, the ability to offer members of the UT Community relevant information related to technology, cellular, copy center and your Rocket ID. In addition to tweeting information, we also tweet random specials, the “deal of the day”.

In April, we offered a few deals of the day; such as April 27th and 28th there was a coupon that reduced the already low price of the iPad 4th generations down to $155 (+tax). The demand was so high we had a waiting list! That same week, Rocket ID’s went on sale (1/2 price) for anyone who picked up their ID during the specified hours and showed that they were following us. We hope that you choose to follow us as well, remember as a team we can learn from each other and save money.

Don’t be this guy…. Let Rocky’s Technology Central help you!!

Does the thought of purchasing a new tablet or computer frighten you? Put aside your fears and let the staff within Rocky’s Technology Central help direct you towards a system that is most compatible with your intended use. We enjoy demonstrating products and discussing specifications so you can easily compare features, compatibility and pricing.

Whether you are looking for new gadgets to make your university life a little easier or a device to use at home, you can rely on Rocky’s Technology Central to provide incredible deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals every time you visit us. In addition to the educational prices we offer additional deals.
**You Asked - We Listened**

Since the last article, the additions and enhancements below were requested and are now active; others are in-process.

Please feel free to contact us with your suggestions by calling 419.530.7351 or email our director at joy.seifert@utoledo.edu.

**New additions:**

- 4 different colors of a UT Pocket Folder with business card slot
  - Blue with yellow logo
  - Yellow with blue logo
  - White with blue/yellow logo
  - Blue with white logo
- Hot Pink No-Specimen label
- Facilities Maintenance Withdrawal form

**Enhancements:**

- Form, RCOo6 has been updated
- Address for Educare Building has been added to dropdown lists
- Paper color; Red/Purple has been broken into 2 separate options
- Improved the stapling description

**These deals are red hot & ... only for UT Rocket Card Holders**

You know what’s never a good idea? Being hungry and not having cash. This is precisely why UT is proud to have over 50 off campus merchants that accept UT Rocket Dollars as a payment method.

Beginning May 18th to June 30, 2015 we are pleased to announce that Vito’s Pizza on Central Avenue (419-537-1000) is offering specials, that are only valid when paying by Rocket Card.

- A $7 large one-topping pizza (a $5.00 savings)
- A large specialty pizza with 5 toppings for $11.00 (a $5.00 savings)

Vito’s offer’s pick up, delivery or dine in with free wi-fi. Rocket Card holders can check out their menu’s on line at www.vitos.com.

**Bookshelf Picks**

Spring is a great time to indulge and enjoy a little reading fun. The team in Auxiliary Services would like to share a few of the books and articles we have recently read.


   **From the Jacket:** A WOLF CALLED ROMEO is the true story of the exceptional black wolf who spent seven years interacting with the people and dogs of Juneau, Alaska, living on the edges of their community, engaging in an improbable, awe-inspiring interspecies dance, and bringing the wild into sharp focus. **Recommended by: Joy Seifert**


   **From the Jacket:** Lencioni illustrates the principles of inspiring client loyalty through a fascinating business fable. He explains the theory of vulnerability in depth and presents concrete steps for putting it to work in any organization. The story follows a small consulting firm, Lighthouse Partners, which often beats out big-name competitors for top clients. One such competitor buys out Lighthouse and learns important lessons about what it means to provide value to its clients. **Recommended by: Joy Seifert**

3. **Go for NO! Yes is the destination NO is how you get there** by Richard Fenton & Andrea Waltz (ISBN: 9780966398137)

   **From the Jacket:** Sticks and Stones May Break My Bones, by “NO” Can Never Hurt Me! That’s the lesson twenty-eight year old copier salesman Eric James Bratton is about to learn. And he’s going to learn it from the most unlikely of mentors—himself! Imagine going to bed one night, then to awaken the next morning in a strange house with no idea of how you got there. Only this house doesn’t belong to just anyone—it belongs to you.... a wildly successful future version of the person you might one day become, providing you are willing to start doing one simple thing. **Recommended by: Christi Grandowicz**

4. **How to Outprint an Elephant & other life saving insights** by Joe Kurmaskie  Bicycling Magazine

   Bicycling tour across Zimbabwe that teaches surviving without our normal amenities. This is when you find out a 12,000 pound elephant can go from 0 to 25 MPH in short order…. are you ready for this ride? **Recommended by: Michael K. Byrd**

**How well do you know your history?**

Test your knowledge by matching these U.S. events with the year they were first established.

1. U.S. Open Tennis
2. Kentucky Derby
3. Boston Marathon
4. Westminster American Dog Show
5. U.S. Open Golf

a. 1895  b. 1897  c. 1881  d. 1877  e. 1875

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### Award for Technology Central

 Wants to assist you with graduation gifts that will help that special someone succeed. Take an extra $50.00 off any order over $499.00 beginning today through June 19th!

Whether your looking to give the best gift or spoil yourself a little, all you need to do is bring this coupon along with your Rocket ID to Rocky’s Technology Central. The staff is more than ready to match the right technology with your needs. We are located in the Student Union room 1560.